



NYC SMILE DESIGN

We transform your smile. You transform your life.

To provide the exceptional treatment and service you want and deserve, and to prevent any miscommunications or misunderstandings during your treatment with us, we've created these guidelines for our practice.

Please **read them carefully below**. Your signature at the bottom will acknowledge your understanding and agreement.

Scheduled Appointments:

All appointments are coordinated so that we can devote our undivided attention to you when you are here. Our goal is to do our best to see you on time. During your scheduled time, our doctors are committed to being available to only you. However, please be mindful that we do health care procedures and sometimes emergencies do arise beyond our control causing schedule delays. We will try to call you whenever advance notice is possible. Should this happen, your patience would be greatly appreciated. Were you to incur an emergency, we would aim to give you the same unrushed excellent care.

Arriving late for an appointment delays the appointment of the person scheduled after you. Please be courteous to the next patient and be on time for all of your visits. Delays of more than 10 minute on short visits and more than 15 minutes for long visits will be treated as missed appointments. Please see below for fees associated with missed appointments.

Appointment Changes and Cancellation: In the event you need to modify your appointment, we ask that you provide us advance notice of:

- Two workings days for appointments scheduled for less than 1 hour
- One week for appointments of an hour or more
- Two weeks for procedures that necessitates reserving ½ a day or more

Please understand that when we schedule you an appointment, that time is reserved exclusively for you. This time is very valuable and if it is not used wisely or respected, it is a great loss for everyone. A fee of \$150 per ½ hour will be assessed for short appointments. For appointments reserved for an hour or more a fee of \$500 per hour will be assessed. Should you incur a fee for lost time, payment will be debited from any existing credit or be due prior to scheduling any further appointments.

Payment Arrangements: Our payment arrangements are designed to ensure that you are committed to your scheduled appointments for the time that has been reserved exclusively for you and, and that your treatment is properly completed. For you convenience, we accept cash, wire transfers, all major credit cards, and Care Credit. Financing, subject to credit approval, is available through an outside firm for those patients who wish to extend payments over a period of time.

- For appointments up to 4 hours long, the total fee for services to be initiated is due in full 7 days prior to the appointment or, at the time of scheduling when said appointment is within 7 days.
- For appointments of 4 hours or longer, the total fee for services to be initiated is due in full 14 days prior to the appointment or, at the time of scheduling when said appointment is within 7 days.

Treatment Plans: An expiration date will be clearly posted on treatment estimates so that you may have the time you need to make a carefully thought out decision.

We strive to give you an accurate estimate with the total investment for the recommended treatment. Occasionally, modifications to your treatment plan may become necessary. Should additional treatment become necessary, you will be informed as soon as the needed changes are evident. Payment for these services will be due at the time of treatment.

I have carefully read and understand NYC Smile Design's appointment change and cancellation notice, payment arrangement procedures and treatment plan processes. To ensure a successful outcome, I agree to cooperate with these guidelines. Should any questions arise, I will refer to the copy I have received.

Patient/Guardian's Signature: _____ **Date** _____